RELEASE NOTES
N-FOCUS Major Release
SEPTEMBER 8, 2008

A major release of the N-FOCUS system is being implemented on September 08, 2008. The last N-FOCUS Major Release was July 14, 2008. The next N-FOCUS Major Release is scheduled for November 10, 2008. This document provides information explaining new functionality, enhancements and problem resolutions effective September 8, 2008 and is divided into five main sections:

♦ **General Interest and Mainframe:** All N-FOCUS users should read this section.

♦ **Developmental Disabilities Programs:** N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section. Note: this section will only appear if there are enhancements, tips, or fixes specific to DD programs.

♦ **Foster Care Review Board:** N-FOCUS users with responsibility for Foster Care Review Board functions should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Foster Care Review Board functions.

♦ **Protection and Safety Programs:** N-FOCUS users with responsibility for Child Protective or Adult Protective Services should read this section. It will be noted when the information is specific to only one of these areas.

♦ **Expert System:** N-FOCUS users responsible for case entry for AABD/MED, ADC/MED, FSP, FW, IL, MED, CC and Retro MED should read this section.

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MAINFRAME AND GENERAL INTEREST

ORGANIZATION

ADDRESS FIELD (FIXED)

The Organizational address and related person will now allow updates to be made on the first save.

CHILD CARE

SLIDING FEE RATE (FIXED)

The Child Care sliding fee for more than 8 people in the household has now been fixed

ACCOUNTS RECEIVABLE

NARRATIVE (FIXED)

Workers were getting an error when entering a narrative in Accounts Receivable. This has now been fixed.

ALERTS

REVIEW ALERTS (TIP)

If a review is completed but a review alert continues to be received, update the review date by going to the Detail Master Case window, and select Review/Recertification under Action. Then highlight the completed review and select Update. Select the date of the next review from the list. This will prevent an alert from being generated every month.

TIE ELECTRONIC APPLICATION ALERT (NEW)

An Alert will be created and sent to the assigned worker when an Electronic Application (E-App) is tied to a program case. The Alert will display the E-App number and the received date.

CSE NON-COOPERATION SANCTION ALERT (CHANGED)

The CSE non-cooperation sanction Alert has been enhanced to include the dependent's name from the CHARTS referral Interface. The automated narrative will also contain the name of any involved children.

CSE NON-COOPERATION SANCTION FOR CC PROGRAM (NEW)

The Alert for a CSE non-cooperation sanction will now be created when the custodial parent (CP) is either an Active PA or Active FR in the CC program case. If the CC program case is in pending status, no Alert will be generated.   Only one Alert will created per instance of non-cooperation, so if the CP is in multiple program cases that receive the alert a duplicate alert will not be created.

FSP MESA ALERT

Alerts will be created starting on 09/15/08 on any MESA case that needs processing by the worker. If it is cleared without taking action, there may be an error on the case as the new amounts will not be updated on that case.

FOOD PROGRAMS

MEDICAL DEDUCTION (CHANGE)

The new mileage rate for FSP Medical deduction is allowing $.58 effective July 1, 2008.

STANDARDS INCREASE (CHANGE)

The increases in the Standard Deduction, shelter deductions and utility standards for the Food Stamp program are in N-FOCUS effective 10-01-08. These changes were outlined in the 08-19-08 Food Stamp Policy memo regarding these annual changes effective October 1st.

MINIMUM ALLOTMENT INCREASE (CHANGE)

The minimum FS allotment for 1 or 2 person households has increased from $10.00 to $14.00 effective 10/01/08.

FSP DEPENDENT CHILD EXPENSE (CHANGE)

There will no longer be a limit on the FSP Dependent Care expense ($175 and $200) effective with budgets run for October 2008.

FOOD STAMP MESA

Mass Expert System Architecture (MESA) will be automatically processed by N-FOCUS for the annual Food Stamp changes effective 10/01/08. This starts with the selection of the cases to run through the FSP MESA the evening of Wednesday, 9/10/2008. The actual MESA processing of these cases will begin the evening of Saturday, 09/13/08. Notification will go out when the last case has been processed through MESA.

Any new approvals which occur on 9/11/08 or later will need to have the October 2008 budget processed by the worker.

Check the "FSP - Automated Mass Change Cannot be Processed", and the "MESA Worker Requested Automated Mass Change Not Be Processed" reports. These reports can be found on **N Reports** in the Case Management folder, MESA subfolder and will be available on Monday, 09/15/08. Cases on these reports will need to be processed by the worker.

You will need to run the Food Stamp budget for all cases for which you receive an Alert.   Alerts will be available starting on Monday, 09/15/08. If you clear a MESA Alert without taking action, you may have an error on the case as the new amounts will not be updated on that case.

DUAL MONITORS

WORKING WITH DATA IN N-FOCUS (TIP)

When working in an N-FOCUS window such as creating a narrative, move the narrative window to the secondary window and **minimize** the open windows back to the Master Case Detail to get to other data that you want to see.

WORKING WITH WEB INTERFACE AND N-FOCUS (TIP)

When working in Web applications, this window will always go to the secondary monitor while N-FOCUS windows will be on the primary monitor. Examples of web applications; BDE and SDX interfaces, iCHARTS, the new E-App.

ELECTRONIC APPLICATION

GENERAL INFORMATION

Filing an Application for program assistance is now available electronically through AccessNebraska Application. The address is: *ACCESSNebraska.ne.gov*

Submitted Applications are uploaded every 15 minutes. If the application is submitted during during regular business hours, the Received Date will be that date. Applications submitted after hours will show a Received Date effective with the next business day. Applications submitted after business hours will be available for processing the next business day. Holidays will be handled the same as weekends for E-Application processing.

E-Applications will be routed only to designated offices. Staff in these offices is responsible for monitoring the receipt of an E-App and will re-distribute to the appropriate office if necessary.

NOTE: There is an Electronic Application Self-Study CBT accessible on the TRAIN database which you are encouraged to use.
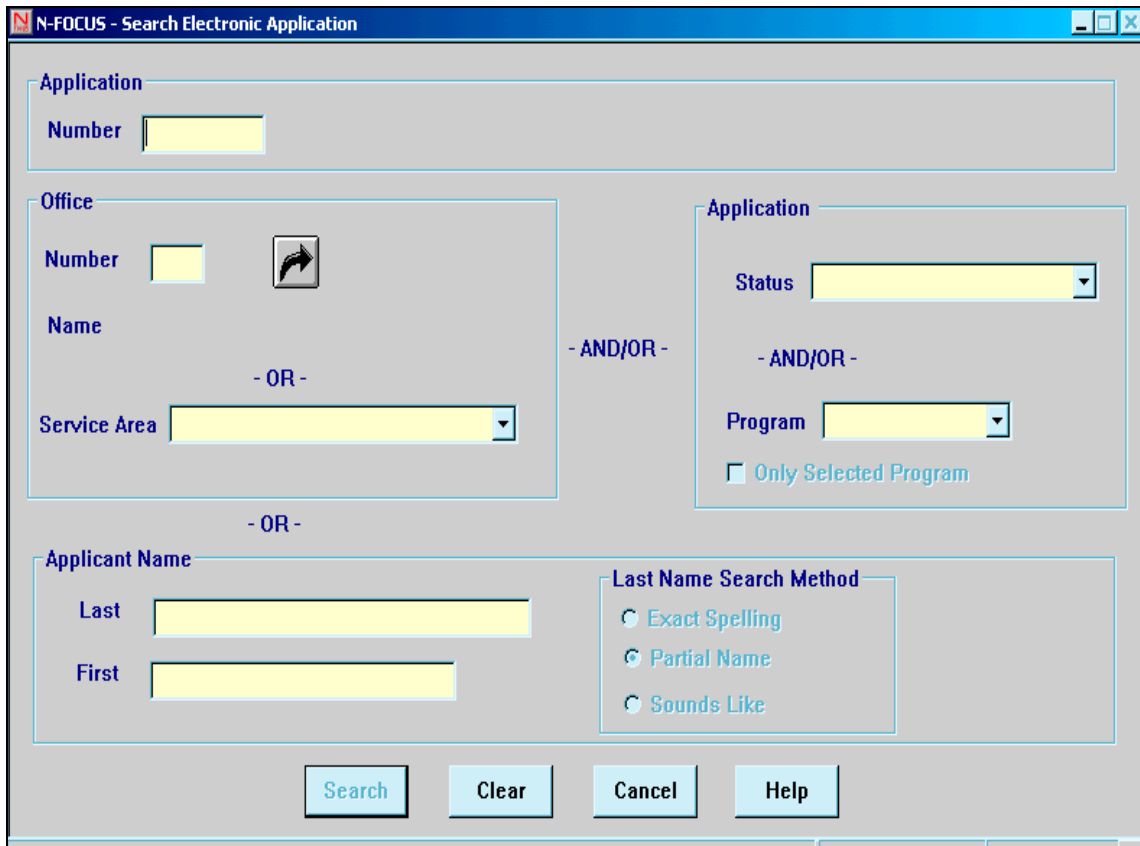
FINDING AN ELECTRONIC APPLICATION

The following is how to find a submitted Electronic Application completed by a client and "sent" to the Department.

A new icon was added to the N-FOCUS Main Menu. When selected, the E-Application List will appear which will display any Electronic Applications received by DHHS.
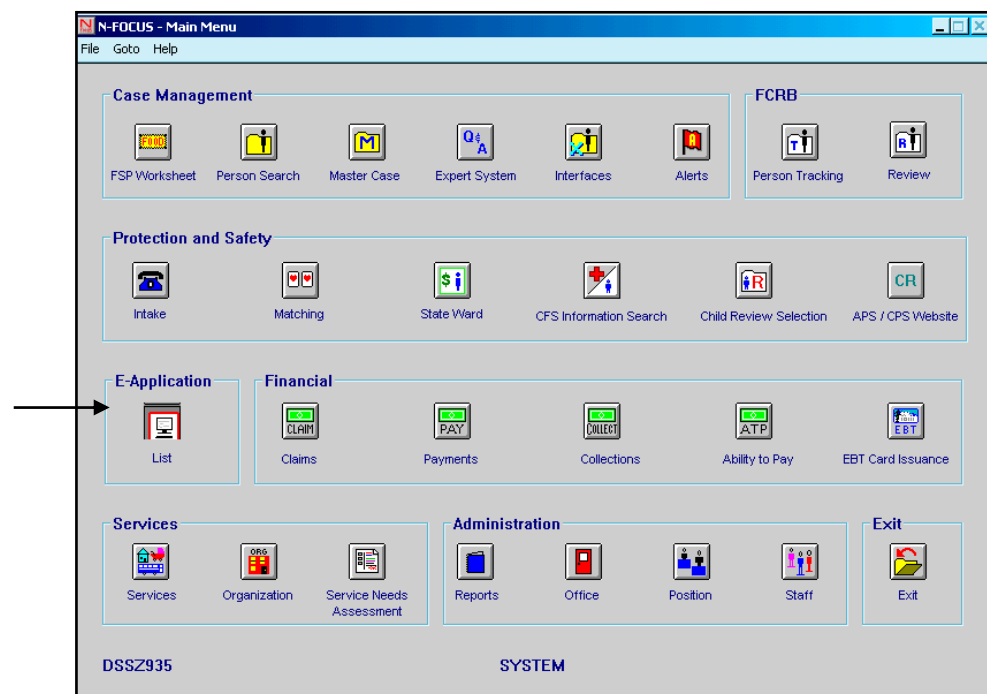
There are a number of ways to Search on for an E-Application. Searches can be by an Application Number or by the Applicant Name. In addition, a search can be done by Office or Service Area that will display all applications in any status for that office or Service Area. The search can be narrowed by entering a status so only E-Apps with that status appear in the list.

All applications will first appear in "Submitted" status.

To review applications for a particular office, select the office and "Submitted" status to view all new applications for that office. If looking for applications for specific programs, also select that program from the drop-down list and the "Only Selected Program" checkbox.

List Electronic Application Window

This window displays the electronic applications within the parameters that you set in your search.

All applications come in with the Submitted (SU) Status. It is recommended the Status be changed to "Working" when staff are actively reviewing the E-App and starting to create data in N-FOCUS. This "tags" it so others looking at the list will not start working on this same application.

The "Ofc Req" (Office Requested) column displays a "Y" if the client requested the application be handled by another office. By highlighting the application, then selecting the Application icon, you can open the Application that was submitted to learn the reason for the request.

(Application as it displays when first opened)

To transfer the application to the office requested, select Transfer Office from the Actions dropdown menu options. The application can only be transferred when it is in Submitted status.

Highlight the application and select the Open icon on the List Electronic Application window to take you to the Detail Electronic Applications window.

This detail window shows the programs requested on the application as well as any Program Cases that were tied to the application. There is also a Status History and Office History.

ELECTRONIC APPLICATION TIED TO PROGRAMS IN MASTER CASE

The questions on the E-App (as well as the Rights and Responsibilities) are based on the programs applied for. Consequently, program rules allow specific program ties. For example, if ADC is requested, the application can be tied to EA or Medicaid; if AABD is requested, the application can be tied to SSAD or Medicaid.

Client applies for this Program	Application can be tied to these Programs
ADC	ADC Med EA
AABD	AABD Med SSAD
Medicaid or Kids Connection	Med EA SSAD
FSP	FSP SSAD
Child Care	CC Only
LIHEAP	No ties can be made within N-FOCUS
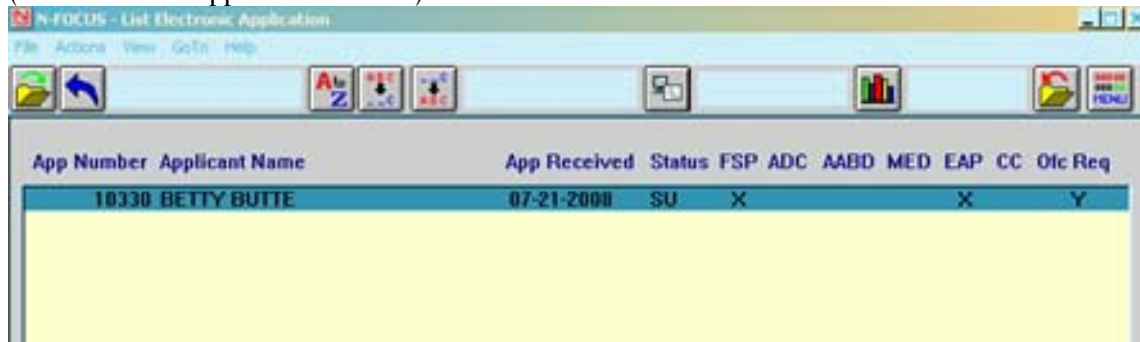
HOW TO TIE A PROGRAM TO AN E APP

When a Master Case exists that includes program case(s) that can be tied to the application, select the Tie Program to Application from the Actions drop down menu on the Detail Master Case window. You may also use the new "Program Applications" icon in the Program Cases group box after enabling the icon by highlighting the desired program.
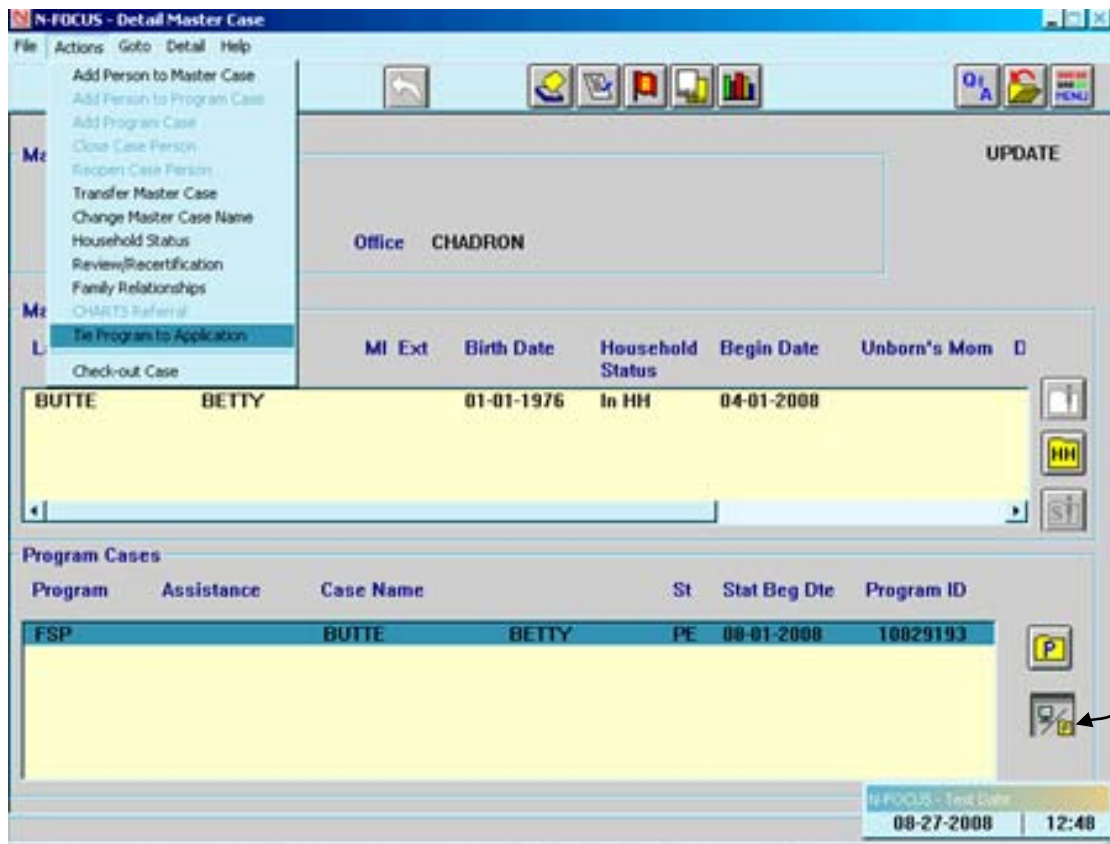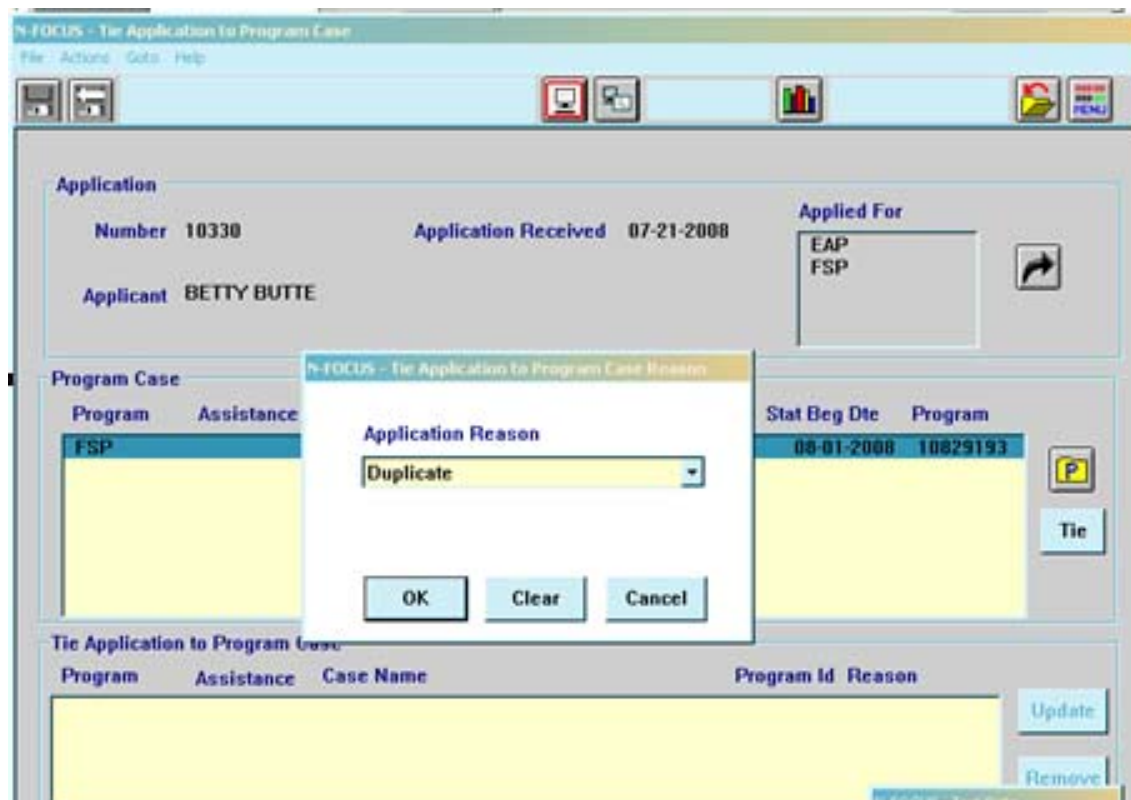
(List Electronic Application window)

On the List Electronic Application window, use the enabled return arrow to create the tie to the Program Case.

On the Tie Application to Program Case window, a list of programs applied for on the application is displayed in the "Applied For" list box. A list of Program Cases from the Master Case is displayed in the Program Case group box. Only program cases the client actually applied for on the electronic application can be selected.

Highlight a program case to be tied to the electronic application. Use the Tie button and select the application reason (initial, recert, review or duplicate) from the list. Continue until all appropriate program cases are tied to the application.

ADDING A NEW MASTER CASE WITH AN E APP

When adding a new Master Case/Program Case while in the Master Case Registration flow, a window will display "Do you want to tie an electronic application?" Selecting 'yes' will open the Tie Application to Program Case window.

Use the select arrow to get to the Search Electronic Application window.

The selected Program Case will move to the 'Tie Application to Program Case' group box. If you selected a program case in error, simply remove it from the list by highlighting and clicking the "Remove" pushbutton. After all programs have been selected and are displayed in the bottom box, select Save or Save/Close to tie the program cases.

TO VIEW AN E APP FROM A MASTER CASE

Electronic applications tied to program cases can be viewed by selecting the Program Applications icon after highlighting a program case from the Detail Master Case window. This opens a window that displays any electronic applications that are tied to the selected program case.

PROTECTION AND SAFETY

ORGANIZATION

LAW ENFORCEMENT ORGANIZATION (CHANGE)

Effective with this release the name of a Law Enforcement Organization can only be changed by N-FOCUS Production Support.

APS REPORTS

APS MONTHLY CASELOAD REPORTING

This is a new report to N-Reports. It provides a listing of open APS Investigations and APS Program Cases receiving ongoing case coordination services. The report will run the evening of the first day of each month for the previous month, e.g. on the night of Sept. 1st the report will run for the month of August.

CHILD CARE WITHOUT REGARDS TO INCOME

CHILD CARE ELIGIBILITY MOVES TO EXPERT SYSTEM (NEW)

The eligibility determination of the Child Care program has been moved to the Expert System effective with this release. A new CC program case can be added in the Mainframe but the status will now be "Pending". The actual eligibility (active or deny) of the program must now be done in the Expert System.

The process of adding Service Authorizations has not changed and will continue to be in the Mainframe.

EXPERT SYSTEM

CHILD CARE PROGRAM NOW IN EXPERT

FUNCTIONALITY

Child Care Program eligibility is now automated in the Expert System effective with this release. Child Care Program cases will now need to be checked out to the Expert System for processing.

PENDING

CC cases will appear in a pending status until a determination of eligibility is completed. CC program cases can be pended in both the Mainframe and the Expert System. Existing closed CC program cases must be repended in the Expert System in the Case Actions Task.

PROCESSING OVERVIEW

The Citizenship/Immigration, Family Relationships and Living Arrangement tasks must be completed and Citizenship must be verified in order for CC budgeting to process.

CC program cases do not display in the Configuration Task

Selecting CC Budgeting results in the display of the CC Budget Confirmation window

ROLES

Persons in Child Care cases will have three roles; Participant, Financially Responsible and Non-Participant Child. Adults are automatically FR. Children are pended in Participant status. An Unborn is automatically a Non-Participant Child status. Workers may change a Participant child to a Non-Participant child on the CC Budget Confirmation window.

CHILD CARE CATEGORIES

Once budgeting has processed the system will determine the CC category.

Without Regards to Income. (**WI**) will be determined when all CC Participants are state wards.

If the case agreement for Subsidized Adoption, Sub Adopt Med, Med Sub Adopt, Subsidized Guardianship, Sub Guardianship Med and Med Sub Guardianship cases includes provision of Child Care benefits, the CC case must have the Service Need Reason "Sub-Adoption/Sub Guardianship Agreement' set in order to be set to the Without Regard to Income category.

Current Family. **(CF)** will be set when all CC Unit members are Participants in an ADC or AABD case.

Low Income Family and Sliding Fee will be set based on the family's unit size and income.

Transitional Child Care (TCC)
N-FOCUS is programmed to detect TCC eligibility based on program rules. Once TCC eligibility has been determined, TCC budgeting will begin, a fee is assigned, and the TCC begin date will display on the benefit summary. The first month the TCC fee is assigned is the first month of TCC. The system keeps track of the 24 months of TCC from that date. An Alert will be that TCC is ending will display in the 23rd month of TCC. When a new budget is run for month 25 the case will not longer be TCC.

The new category of Low Income (Low Inc TCC)
N-FOCUS is programmed to detect Transitional Child Care eligibility based on Child Care Program rules. When eligibility for TCC is detected the system checks the income guidelines to detect the correct fee. If the case has income low enough to not require a fee, the system assigns the new Low Income TCC category. The system notes and remembers that TCC eligibility has been met.

When the household income increases and a fee is assessed, the category changes to TCC. The TCC begin month is the first month that a fee is assessed. The system keeps track of the 24 months of TCC from that date. An Alert will be that TCC is ending will display in the 23rd month of TCC. When a new budget is run for month 25 the case will not longer be TCC.

The case will not return to Low Income TCC once regular TCC has begun.

TRANSITIONAL CHILD CARE AND TCC BEGIN DATE CHECK BOX
The Set to Transitional Child Care box may be checked when the Transitional Child Care category cannot be detected by the system. Example: A family moves from another state and is eligible for TCC. Only Economic Assistance Supervisors have the security to complete this task.

BY PASS WI DETERMINATION CHECK BOX
This check box is selected when the Service Plan calls for a CFS family that would otherwise be eligible for the Without Regard to Income category to be assessed for a fee. Selecting this button will bypass the WI category determination and check for fee assessment based on the family's income.

SERVICE NEED REASON
The Service Need Reason must be selected by the worker to process the CC case.

CLOSING
Closing a CC case or Participant is accomplished in the Case and Participant Actions tasks. Cases and Participants may only be closed in a future month. They may not be closed in the current or a past month.

Non- Participant Children and Financially Responsible adults are closed from the CC Budget Confirmation window by selecting the Close Non-Participant button.

Closing a person or case will result in closing any Child Care Service Authorization attached to the closed person(s).

RECALCULATED CC BUDGET
Recalculated CC budgets that are a negative action will be in Read Only status.

CHILD CARE SANCTIONS

When there are both active ADC/MED and CC program cases, any Child Support non-cooperation sanction is imposed in the ADC/MED case.

When there is only an active CC case and no active ADC/MED case, the CSE sanction is imposed by closing the CC case.

When there is only a CC case and the custodial parent is not cooperating with CSEO on one absent parent but is cooperating on the other the sanction is imposed as follows:

- Go to the Sanctions task and add the CSE sanction on the custodial parent.
- Go to Budgeting, select the CC Cases row and select Process.
- On the CC Budget Confirmation window select the child whose non-custodial parent the custodial parent is not cooperating with CSE.
- Select and double click on the role Non-Participant Child. This closes the child's Participant role.
- OK and complete budgeting.
- Closing the Participant role will result in closing the CC Service Authorization on this child.

CC FREES IN FOOD STAMPS

Workers will continue to enter CC fees as expenses in Food Stamps and Medical budgets.

CHILD CARE NOTICES

There are no Expert System notices for Child Care with this release. Notices will continue be created in the Mainframe. Expert System notices for Child Care are scheduled with the 11/10/2008 major release.

SERVICE AUTHORIZATIONS

Service Authorizations for Child Care are unchanged and remain in the Mainframe.

CHILD CARE BUDGET CONFIRMATION WINDOW:

To determine eligibility, select the CC budget off from the Budgeting Task selecting the appropriate begin month and the CC Budget Confirmation screen appears.

The Public Housing and Single Parent indicators, Number of Eligible Children and Unit Size populates with information entered from the Living Arrangement, Family Relationship tasks and pended persons. As roles change and people enter or leave the household these four data fields are automatically updated.

In this window, each person will be assigned a Role code. Children are pended as "Participants". Adults are Financially Responsible and an unborn is Non-participant Children.

Children who are not actually receiving Child Care services need their roles changed here to "Non-participant." Highlight the person and **double click** Non-Participant Child to change the role.

BUDGETING RESULT

After selecting OK on the CC Budgeting Confirmation window, and going through Calculate if necessary, the Budget Authorization window appears. Highlight the line emphasized by the asterisk, then select Benefit Summary to view details of the budget. (Note: When the line is highlighted, the button becomes enabled.) If all is correct, highlight the row and select the Authorize button. N-FOCUS budgeting will continue on until the come up month's CC budget has been authorized.

Budget Authorization		Benefit Month: 7-2008						✕
New Budgets:								

Pgm Case	Program Case Name		Program Case Number				
	Asst/Cat	Type	Eligible		Amount	UP/OP	Ovrd.
CC	SMART	GET	31083262				
*	Low Inc Family	Regular	Pass		0.00		

Previously Authorized Budgets: [Budget Override]   [Review]   [Authorize]

Pgm Case	Program Case Name		Program Case Number					
Asst/Cat	Begin Date	End Date	Type	Elig	Amount	Issd	UP/OP	Ovrd.

[Benefit Summary]   [OK]   [Cancel]   [Help]

MC WITH 2 OR MORE CHILD CARE CASES

It is possible to have more than one CC program case in a Master Case. When the CC Budget is run, multiple Child Care Budgeting confirmation windows will be created. The worker must review each window and **only make changes and select OK on the case for which they are responsible**. Select **CANCEL** on any CC Budget Confirmation window for which you are not the responsible worker.

CLOSE A NON-PARTICIPANT CHILD OR FINANCIALLY RESPONSIBLE ADULT

To close a Non-Participant Child or Financially Responsible adult from the CC program case, highlight the person and click on the Close Non-Participant button (*see window print on next page*). A pop-up window appears for worker to enter a reason and select ok. This closes the person out of the case and updates the unit size.